



# RAUNDS TOWN COUNCIL

24 February 2023

Dear Councillor,

You are summoned to attend a meeting of the **Personnel Committee of Raunds Town Council** to be held in the Council Chamber at the Town Hall, Thorpe Street, Raunds, on **Thursday 2<sup>nd</sup> March 2023 at 7.30pm.**

***Press and Public welcome.***

*Steve Tucker*

Mr Steve Tucker  
Clerk to the Council.

## AGENDA

- 622.22 To receive apologies for absence.**
- 623.22 Notification of requests from members of the public to address the meeting in compliance with adopted protocol.**
- 624.22 Notification of members questions in compliance with the council's standing orders.**
- 625.22 Declarations of Interest.**
- COUNCILLORS ARE REMINDED THAT IF THEY HAVE EITHER A DISCLOSABLE PECUNIARY INTEREST OR OTHER INTEREST IN ANY ITEM THEN THEY SHOULD DECLARE THE INTEREST AND LEAVE THE MEETING FOR THAT ITEM.
- 626.22 Minutes:** To confirm the minutes of the Personnel Committee meeting held on 1 December 2022. (Copy herewith.) (Pages 3-5)
- 627.22 Policy Review:** To review the Council's existing Code of Practice for Handling Complaints and consider whether to adopt the NALC model Complaints Procedure as an alternative. (Copy herewith.) (Pages 6-13)
- 628.22 Policy Review:** To review the Equal Opportunities Policy. (Copy herewith.) (Pages 14-17)
- 629.22 Policy Review:** To review the Lone Worker Policy. (Copy herewith.) (Pages 18-21)
- 630.22 Policy Review:** To review the Time Off in Lieu (TOIL) Policy. (Copy herewith.) (Page 22)
- 631.22 Overtime Policy:** To consider adoption of an Overtime Policy. (Copy herewith.) (Pages 23-24)

- 632.22** *The press and public will be excluded from the following agenda items due to the confidential nature of the business under the Public Bodies (Admission to Meetings) Act 1960.*
- 633.22** **Establishment Report:** To receive a confidential update report from the Clerk. (Verbal update.)
- 634.22** **Timesheets:** To review staff timesheets. (Copy herewith.) (Pages 25-48)
- 635.22** **Staff Appraisals:** To review staff appraisals. (Copy herewith.) (Pages 49-103)

**RAUNDS TOWN COUNCIL**  
**PERSONNEL COMMITTEE MEETING**

**Minutes: 1 December 2022: Start Time 7.30pm**

**PRESENT**

Cllr K Harrison (Chairman), Cllr R Beattie, Cllr P Byrne, Cllr H Howell, Cllr D Hughes, Cllr M Levell, Cllr R Levell, Cllr L Wilkes.

**IN ATTENDANCE:**

Mr S Tucker, Clerk (Minutes)

**439.22 To receive apologies for absence.**

None.

**440.22 Notification of requests from members of the public to address the meeting in compliance with adopted protocol.**

None received.

**441.22 Notification of members questions in compliance with the council's standing orders.**

None received.

**442.22 Declarations of Interest.**

None.

**443.22 [Minutes:](#)** To note the minutes of the Personnel Committee meeting held on 9 June 2022 which were approved at Full Council on 14 June 2022. (Copy via link.)

**RESOLVED to confirm the minutes of the Personnel Committee meeting held on 9 June 2022 which were approved at Full Council on 14 June 2022.**

**444.22** *The press and public will be excluded from the following agenda items due to the confidential nature of the business under the Public Bodies (Admission to Meetings) Act 1960.*

**RESOLVED that the press and public will be excluded from the following agenda items due to the confidential nature of the business under the Public Bodies (Admission to Meetings) Act 1960.**

**445.22 Establishment Report:** To receive a confidential update report from the Clerk. (Report herewith.)

The Clerk presented the confidential report and responded to a number of member questions around the recruitment options for a permanent Clerk, including the method of recruitment, salary range, job description, training requirements and budgetary implications. The Committee also gave consideration to support staff requirements but felt that any decisions thereon should be deferred until a new Clerk had been recruited.

**RESOLVED :**

- i. **To conduct an internal recruitment process for a permanent Clerk before the next meeting of Full Council;**
- ii. **To recommend to Full Council approval of the advertised salary range;**
- iii. **To delegate approval of an appropriate Job Description and Person Specification to a minimum of any two from the Chair of Personnel Committee, the Vice-Chair of Personnel Committee, the Mayor and the Deputy Mayor;**
- iv. **To offer a zero hours Saxon Hall contract to the temporary Administrative Assistant; and**
- v. **To defer decisions in relation to support staff requirements until a permanent Clerk is recruited.**

**446.22 Timesheets:** To review staff timesheets. (Copy herewith.)

The Committee gave consideration to the Town Hall and Saxon Hall staff timesheets for October.

It was confirmed that the Clerk will be expected to carefully check the accuracy of monthly timesheets and ensure that overtime and TOIL is appropriately authorised before being taken. The Committee also suggested that early in the next financial year it would be particularly useful to review the weddings function including the demands on officer time, pricing structure and marketing.

**RESOLVED that staff timesheets be noted.**

**447.22** *The press and public will be admitted for the following agenda item.*

**RESOLVED that the press and public be readmitted to the meeting.**

**448.22 Budget 2023/24:** To set the Personnel Committee budget for the next financial year (Information herewith.)

The Committee gave consideration to its budget requirements for the next financial year. It was noted that Finance and Policy Committee had recommended that Committees assume 10% budgetary increases in line with inflation unless efficiencies could be identified, however the Personnel Committee acknowledged that 10% was unlikely to cover anticipated costs for 2023/24, taking into account the recent higher than expected local government pay award and recruitment needs. It was suggested that a revised budget proposal incorporating the top end of the salary scale for the permanent Clerk

and actual employment costs for other staff uplifted by 10% be presented to the next Finance and Policy Committee meeting for consideration.

**RESOLVED that a revised budget proposal incorporating actual employment costs uplifted by 10% be presented to the next meeting of Finance and Policy Committee for consideration.**

There being no further business the meeting concluded at 9.15pm.

Confirmed:.....(Chairman)

Meeting date:.....2 March 2023.....(Committee)

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## **CODE OF PRACTICE HANDLING COMPLAINTS**

Raunds Town Council provides many services to groups, organisations, teams and individuals. We strive for total satisfaction, but where dissatisfaction exists, for any number of reasons, this policy sets out how to raise a complaint with the Town Council. This guidance is not appropriate for a complaint against individuals, as separate provisions cover these situations:

Complaints about an employee of the council should be dealt with as an employment matter. The complainant can be assured that the matter will be dealt with internally as such and appropriate action taken as required.

Complaints about a councillor are now subject to the jurisdiction of the Standards Board. Complainants should be advised to contact the appropriate body directly or the Monitoring Officer for further information. Raunds Town Council holds relevant information and contact details, which are available on request.

### **Step One – Informal Procedure:**

If you are dissatisfied for any reason, you should bring this to the attention of the person who first dealt with the matter, as they are usually the best person to assist, and it gives them a chance to put the matter right. Informal complaints can be made by telephone, letter, e-mail or in person at the Council offices. The complaint will be handled by the most appropriate member of staff, depending on the nature of the complaint and the Clerk will be kept informed. Freedom of Information or Data Protection complaints should be made directly to the Clerk of the Council. Complaints should always be directed through the Council offices, not through individual Councillors.

It is hoped that most complaints can be resolved amicably through this route.

### **Step Two – Formal Procedure:**

If you feel that the informal approach may not resolve the complaint, or that the matter is so serious that the formal complaints process should be followed, you should state your complaint in writing, addressed to the Clerk of the Council. Should your complaint be about the Clerk to the Council, your letter should be addressed to the Mayor of Raunds Town Council. You should receive an acknowledgement within 10 days, and if this is not an answer, you will be kept up to date on a regular basis.

The Clerk to the Council or Town Mayor will report any formal complaint, and action taken to resolve it, to the next meeting of the Council. The identity of the complainant may be withheld, if requested.

### **Step 3 – Complaints Hearing:**

If you are still dissatisfied, you may write to the Mayor and request a Complaints Hearing. You should give all the details of your complaint and say what you have done to try to get it put right. This should only be considered as a last resort.

The process for a Complaints Hearing is as follows:

**Before the Meeting:**

1. The complainant should be asked to put the complaint about the council's procedures or administration in writing to The Clerk or other nominated proper officer.
2. If the complainant does not wish to put the complaint to The Clerk, they may be advised to put it to the Mayor.
3. The Clerk or Mayor shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by the panel established for the purposes of hearing complaints.
4. The panel will be made up of any three councillors, with the Clerk in attendance.
5. The complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish.
6. 7 clear working days prior to the meeting, the complainant shall provide the council with copies of any documentation or other evidence, which they wish to refer to at the meeting. The council shall similarly provide the complainant with copies of any documentation upon which they wish to rely at the meeting.

**At the Meeting:**

7. The panel meeting will not be open to the public.
8. The panel will elect a Chairman. Any decision on a complaint shall be announced at the council meeting in public.
9. The Chairman to introduce everyone.
10. The Chairman to explain procedure.
11. The Complainant (or representative) to outline grounds for complaint.
12. Members to ask any question of the complainant.
13. If relevant, The Clerk or other proper officer to explain the council's position.
14. Members to ask any question of The Clerk or other staff member.
15. The Clerk or other staff member and complainant to be offered opportunity of last word (in this order).
16. The Clerk or other staff member and complainant to be asked to leave room while Members decide whether or not the grounds for the complaint have been made. (If a point of clarification is necessary, both parties to be invited back).
17. The Clerk and complainant return to hear decision, or to be advised when decision will be made.

**After the Meeting:**

18. Decision confirmed in writing within seven working days together with details of any action to be taken.

**Adopted Sept 2008. Reviewed Sept 2009, 2010, 2011, 2014, 2017 To be reviewed Tri-annually**





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## COMPLAINTS PROCEDURE

1. This is the complaints procedure of Raunds Town Council, hereafter referred to as “the Council”.
2. The Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from the Council or are unhappy about an action or lack of action by the Council, this complaints procedure sets out how you can complain to the Council and how we will try to resolve your complaint.
3. This complaints procedure applies to complaints about Council administration and procedures and may include complaints about how Council employees have dealt with your concerns.
4. This complaints procedure does not apply to:
  - 4.1. Complaints by one Council employee against another Council employee, or between a Council employee and the Council as employer. These matters are dealt with under the council’s disciplinary and grievance procedures.
  - 4.2. Complaints against Councillors. Complaints against Councillors are made under the [Code of Conduct](#).
5. The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on a matter. You can do this by writing to the Clerk to the Council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns in the public participation section of Council meetings. If you are unhappy with a Council decision, you can raise your concerns with the Council, but Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds and the special process set out in Standing Orders is followed.
6. You can make your complaint about the Council’s procedures or administration to the Clerk to the Council. You must do this in writing and a form is provided below. Please return the form by e-mail if possible. The Council’s contact details are set out below.
7. You should indicate in your complaint if you wish your complaint to be treated confidentially.
8. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within seven calendar days.

9. The Clerk will investigate each complaint, obtaining further information as necessary from you and/or from staff or Members of the Council. You may be invited to a meeting to make verbal representations and may bring someone with you when doing so.
10. The Clerk will notify you within 21 calendar days of the outcome of your complaint and what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the timescale may have to be extended. If it is, you will be kept informed).
11. If your complaint has been investigated by the Clerk and you are dissatisfied with the response, you may write to the Mayor and request a Complaints Hearing. You should give all the details of your complaint and say what you have done to try to get it put right. This should only be considered as a last resort.
12. If you remain dissatisfied with the response to your complaint you may seek judicial review through the High Court (see <https://www.judiciary.uk/how-the-law-works/judicial-review/> for details).
13. Please note that the jurisdiction of the Local Government Ombudsman (LGO) does not extend to Town/Parish Councils.

Contact details for complaints handling:	
Clerk's name:	Steve Tucker
Clerk's telephone number:	01933 622087
Clerk's e-mail address:	clerk@raunds-tc.gov.uk
Council's correspondence address:	Raunds Town Council Town Hall Thorpe Street Raunds Wellingborough NN9 6LT

Signed (Chair): \_\_\_\_\_

Date: \_\_\_\_\_

Date for next review: \_\_\_\_\_

## Complaints Form

Your name:	
Your telephone number(s):	
Your email address:	
Your postal address:	
Do you wish your complaint to be treated confidentially?	
What your complaint is about (please provide as much detail as you can, and attach any supporting evidence or information):	
What harm, disadvantage, or loss have you suffered?	
What remedial action would you like the Council to take?	
Any other comments:	

## **Unreasonable Complainant Behaviour**

### **Introduction**

We are committed to dealing with you fairly and impartially, and to making our service as accessible as possible. We recognise you may be frustrated and upset by what has happened in the past. We are independent and if we decide to investigate your complaint, we will take a fresh, impartial look at what happened. We aim to treat you with fairness and respect. We ask for and expect the same behaviour from you towards us. We wish to enjoy professional, courteous, respectful contact with all complainants, whatever the outcome of our work.

### **Unreasonable complainant conduct**

We will not tolerate racist, sexist, homophobic or other discriminatory language, or offensive, threatening, aggressive or violent behaviour towards us. If you use such language or behaviour, we will ask you to stop doing so and may take other, proportionate action to protect the wellbeing of our staff and make sure we can keep working effectively. If your use of language is because of a medical condition, we will discuss with you any reasonable adjustments we need to make to how we work with you. However, some language and behaviours are always unacceptable, and we will always draw your attention to this and take appropriate action.

Please remember the person dealing with the complaint is using their time to best effect. This is much harder to do well if you make frequent, lengthy contacts and/or keep sending them the same information. This gets in the way of dealing with your complaint. Please note this also applies to contacting us after our decision on your complaint. We will not continue communicating with you on a closed complaint outside our review or service complaint procedures. Continued contact or attempts to make the same complaint again prevent us from carrying out our work effectively. When necessary, we will restrict access to our service if you keep behaving unreasonably.

### **Warnings**

In most instances if we consider your behaviour is unreasonable, we will explain why and ask you to change it. We will also warn you that, if the behaviour continues, we may take action to restrict your contact with us. Where your behaviour is so extreme that it threatens the immediate safety and welfare of our staff, we may report the matter to the police or consider taking legal action. In such cases, we may not give you prior warning.

### ***Restricting access to the Council***

A manager will decide whether the circumstances require any restriction of access. They will record the reason for their decision and explain it to you. They will state how long any restriction will apply for before we reconsider. The sort of restrictions imposed could include:

- Restricting telephone calls to specified days and limited times
- Limiting contacts to one form only (for example, a maximum of one letter or email from you a week)
- Requiring you to only contact us using one named person
- Requiring you to formally agree with us how you will behave in future before we continue working on your complaint and/or
- Using an independent advocate to work with you on our investigation into your complaint

After six months we will review whether any restrictions we imposed are still necessary and should remain.

### **Ending access**

It is our decision whether or not to investigate your complaint. If you continue to behave unreasonably or ignore restrictions we have placed on access, we may decide to end our work on your complaint. In exceptional circumstances we may do so without warning. For example, if you use racist, sexist, homophobic or otherwise discriminatory language we may decide to take action without prior warning. We will write to explain the action we have taken.

### **New complaints**

If we have restricted our contact with you and you make a new complaint, we will decide whether or not to continue with any restrictions we put in place for the earlier complaint.

*Raunds Town Council*

*Adopted February 2023*

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## EQUAL OPPORTUNITIES POLICY

### **Statement on Equal Opportunities**

Raunds Town Council is committed to the principle of equal opportunities and declares its opposition to any form of less favourable treatment, whether through direct or indirect discrimination accorded to the general public including on the grounds of their race, religious beliefs, creed, colour, disability, ethnic origin, nationality, marital/parental status, sex or sexual orientation. This list is not exhaustive

Raunds Town Council, recognises its obligations under the Equality Act 2010 and the spirit and intent of the related Code of Practice and the "Guidance on matters to be taken into account in determining questions relating to the definition of disability."

- For the elimination of discrimination on grounds of sex or marital status and the promotion of equality of opportunity in employment;
- For the elimination of discrimination on grounds of race and the promotion of equality of opportunity in employment;
- For the elimination of discrimination on the grounds of disability and the promotion of equality of opportunity in employment.
- Or any protected characteristic as defined in the Equalities Act 2010

### **General Practices**

Raunds Town Council states its wholehearted support for the principles and practices of equal opportunity and recognises that it is the duty of all Councillors and employees to accept their personal responsibility for fostering a fully integrated community at work by adhering to the principles of equal opportunity and maintaining racial harmony.

Raunds Town Council will actively promote equal opportunities throughout the organisation through the application of policies which will ensure that individuals receive treatment that is fair and equitable and consistent with their relevant aptitudes, potential, skills, experiences and abilities. Raunds Town Council will seek to ensure that all employees comply with these principles.

Raunds Town Council will ensure that individuals are recruited and selected, promoted and trained on objective criteria having regard to the relevant aptitudes, potential, skills, experiences and abilities. In particular, no applicant

will be placed at a disadvantage by requirements or conditions which are not necessary to the performance of the job or which constitute indirect unfair discrimination. Reasonable adjustments will be taken where a disabled person is put in a detrimental position and such reasonable adjustments remove the detriment.

Raunds Town Council recognises the problems that sexual or racial harassment may cause at work and is committed to ensure that such unacceptable behaviour does not take place. Sexual harassment includes (but is not limited to) unwanted physical contact, suggestive remarks or behaviour, compromising invitations, demands for sexual favours and similar unwanted behaviour. Racial harassment is similarly unwanted treatment but is concerned with derogatory treatment and language on racial grounds. All forms of harassment are abhorrent and will not be tolerated by the Town Council. Sexual and racial harassment are regarded as unlawful discrimination and additionally may also be subject to criminal proceedings. All such cases will be dealt with under the Grievance and Disciplinary Procedure.

Raunds Town Council recognises that the detriment a disabled person endures as a consequence of their disability can, in many instances, be removed by the adoption of reasonable adjustments. - Raunds Town Council is committed to ensure that such adjustments will be effected where reasonably practicable and where the detriment is substantial.

### **Training and Advertising**

Raunds Town Council will train, develop and promote on the basis of merit and ability only.

When vacancies are advertised both internally and externally, the Town Council will continue to ensure that such advertising, both in placement and content, is compatible with the terms of this Policy. To this end, opportunities will be taken through language, images or declarations, as appropriate, to show that the Town Council is an equal opportunities employer. In practical terms this means that the wording of advertisements will be carefully scrutinised to ensure that any hidden discrimination is avoided or that sexually, racially or disability loaded wording is avoided. Every effort will be made to ensure that the advertisements are placed in newspapers and publications so that as wide a readership as possible has access to the vacancies.

To this end, "word of mouth" advertising, personal contacts and family relationships will be discouraged as the only means of recruiting new staff or promoting existing staff.

## **Communication**

The principles in this Policy will be brought to the attention of all Councillors and staff.

All Councillors and employees are encouraged to bring to the attention of The Clerk any act of discrimination they observe.

Councillors and employees who are newly disabled are encouraged to bring this to the attention of The Clerk to enable a review of their treatment to be made. This review will include an assessment of physical features and arrangements to ensure that these do not place the disabled person at a substantial disadvantage. Where they do, then adjustments will be effected where reasonable to do so.

## **Sexual and Racial Harassment**

### **Preamble**

Sexual and racial harassment are both forms of unlawful sex and racial discrimination and as a consequence is unlawful behaviour. It is also improper and inappropriate behaviour which lowers morale and interferes with the effectiveness of people at work. It is the policy of Raunds Town Council to make every effort to provide an environment free from sexual or racial harassment and intimidation. All Councillors and employees are expected to comply with the policy and to ensure that such conduct does not occur.

Appropriate disciplinary action including summary dismissal for serious offences will be taken against any employee who violates this policy.

### **Definition**

For definitions of any forms of Harassment see the Equalities Act 2010 and any subsequent legislation.

### **Examples**

The following are examples of inappropriate behaviour covered by this Policy:-

Physical conduct of a sexual nature: unwanted physical contact including unnecessary touching, patting, pinching or brushing up against another employee's body, assault, coercing sexual intercourse.



Verbal conduct of a sexual or racial nature: unwelcome sexual advances, propositions or pressure for sexual activity, continued suggestions for social activity outside the workplace after it has been made clear that such suggestions are unwelcome, offensive flirtations, suggestive remarks, innuendoes or lewd comments.

Non-verbal conduct of a sexual nature: the display of pornographic or sexually suggestive pictures, objects or written materials, leering, whistling or making sexually suggestive gestures.

Sex-based or racially abusive conduct: conduct which denigrates or ridicules, or is intimidatory or physically abusive to an employee because of his or her sex or race such as derogatory or degrading abuse or insults which are gender related or of a racial nature and offensive comments about dress or appearance or physique, hygiene etc.

**Updated June 2016. Updated October 2019. To be reviewed triennially**



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## **LONE WORKER POLICY**

### **1. Policy Statement**

From time to time some Council employees are expected to work alone, whilst for others, lone working is normal. Working alone is not necessarily unsafe but there are circumstances where lone working can increase the risks. An example where risk is increased would be electrical maintenance, where in the event of electrocution the lone worker would not be able to call for assistance. Another example would be an employee of the Council receiving a visitor when that person was known to have a history of violence.

There are no specific regulations regarding lone working, although the general provisions of Section 2(i) do apply, and the risk assessment required under regulation 3 of the Management of Health and Safety at Work Regulations 1992 would need to include a consideration of any extra risks to lone workers. The Health and Safety Executive have produced guidance for employers on ensuring safety for lone workers. Raunds Town Council recognises that there may be increased risks to staff who are required to work alone. The implementation of this policy should help to reduce these risks.

### **2. Organisation and Arrangements**

In situations where out-of-hours lone working is expected, a log will be kept of persons known to be working alone in circumstances where they face increased risks. This may take the form of a book, board or other suitable means of recording information. The information to be recorded must include:

- name,
- working location or destination,
- contact phone number (or mobile number),
- time of departure,
- expected time of return.

Details should also be kept of any special instructions such as any checks to be made on the lone worker and frequency of call-ins to be made by the lone worker to base. Office staff will co-ordinate lone worker information and monitor the log to ensure that appropriate action is taken if someone is more than 30 minutes overdue (past their expected return time). In the event of becoming aware that a lone worker is overdue, designated office staff should take reasonable steps to determine the reason.

Steps may include:

- ringing the missing person's telephone or mobile telephone,
- sending other staff to investigate,
- contacting the missing persons home number (but do not alarm relatives),
- notifying the police, as appropriate,
- ensure staff are aware of the existence of the scheme for recording, reporting and sharing information on lone workers.

Office Staff will check the log 30 minutes before the end of their day to ensure that all lone workers are accounted for.

### **3. Lone workers**

Lone workers must:

- record details of their lone working spells in the office log.
- telephone the office at prearranged times (if any) and if they expect to exceed their expected time of return (recorded in office log).
- ensure that they carry any mobile telephone supplied for their use.
- take reasonable care not to put themselves at undue risk. Where employees feel that they would be at particular risk unless additional precautions are taken, they should discuss this with their line manager.
- report any potentially or actually unsafe incidents.
- in the event of an accident, complete an accident report form.

*Ensure that you are properly trained and have the skills and knowledge to do your job safely and without risks to health. If you feel that you need extra training, then discuss this with your line manager.*

## **GUIDANCE FOR EMPLOYEES:**

**Ask yourself the following question if your gut feeling is that something is seriously wrong: "*Should I be here, is it safe to remain, should I seek assistance?*"**

If you feel yourself to be in a serious and imminent dangerous situation, such as...

- working at height with no edge protection or safety harness,
- using machinery that is unsafe or inadequately guarded,
- or in danger of being physically assaulted,

...remove yourself to a place of safety, and inform your line manager of this and the reasons for taking such steps.

*If in doubt, leave.*

### **Advice and guidance for employees who work alone or in isolated conditions**

When you are away from your normal base or alone, the consequences from work hazards can be more severe than the normal case. The intention is that lone workers should not be at more risk than other workers, and the Town Council will consider whether any extra risk control measures are needed through a risk assessment process.

You should make yourself aware of any risk assessments/safe systems of work (procedures) required for your particular activity, and any control measures introduced.

Make sure that you have information about any site you are visiting and any known problem person(s) you may encounter.

If you feel, before starting work, that there may be unacceptable risks present, you should inform your line manager and seek clarification or advice.

### **Safety when approaching or opening a workplace/site**

When approaching the workplace, be alert. If you see a broken window, signs of forced entry, or insecure door assume that someone is on the premises.

Go to a safe place and telephone the police immediately.

Inform your line manager if necessary.

Do not go into the workplace to use the telephone.

On site visits, be aware of any hidden dangers such as dogs roaming free.

## **Safety when leaving or closing a workplace**

Check the premises are secure before you leave.

Look outside to check that no one is hanging around.

If you see someone prowling or lurking outside, do not go out alone to check, stay inside and telephone the police.

If you are usually collected by car, wait until it arrives before going out.

Similarly, if you are travelling by public transport, do not leave the workplace so early that you have to wait a long time for the bus or train.

Try to support any colleague who has to close up a building, for example after a public meeting, by staying with them until you can leave together.

When leaving premises following a visit, ensure that your exit is clear.

## **Practical points in dealing with possible conflict situations:**

Park your car so that it can be driven away easily.

Park in a well-lit area near other vehicles if possible.

Stay alert and assess the situation and mood of people.

Note any objects/items that could be used as a defensive measure.

On site visits, stand/sit nearest to the exit.

Avoid being hemmed in by people or furniture.

If the situation changes and you feel threatened, make an excuse and leave.

Back away rather than turning your back on the person.

If physically threatened, try to use a barrier such as a table/chair (not as a weapon, but as a defensive measure).

Adopted 1<sup>st</sup> September 2008. Reaffirmed April 2013, Reaffirmed December 2016.

Re-adopted October 2018, Reaffirmed July 2020

To be reviewed biennially.



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## TOIL (Time off In Lieu) POLICY

### **Appendix 2 - TOIL (Time off In Lieu) POLICY**

It is accepted by many employers within our society that *time off in lieu*, widely known by the acronym TOIL, is advantageous both to employers and employees.

The basic concept is that hours worked over and above normal hours may be saved and subtracted from standard working hours at a later date.

This may prove beneficial to employers in times of work pressure, and to employees in managing their home life and social relationships, and the widespread move towards more flexible working hours has led to it being a part of some work environments.

In addition to reductions in organisational efficiency, the appropriate and reasonable use of TOIL can create a positive and flexible working environment. However, there is a need for guidelines in order to ensure that this option is not misused or otherwise abused on either side.

Where an employee works additional hours over and above their normal contracted hours they may, subject to these conditions, elect to be granted an equal amount of TOIL.

Employees must record TOIL that they have worked on their timesheet. Completed timesheets are held on file by The Clerk.

The maximum amount of TOIL which can be accrued by full time staff is 24 hours. This will apply on a pro-rata basis for part time staff.

TOIL should be taken within three calendar months of being accrued.

Where operational requirements make it impracticable for it to be taken within three calendar months, a maximum of six months can be allowed for the TOIL to be taken.

In exceptional circumstances the Clerk, with the written approval of the Town Mayor, may agree to vary these conditions.

TOIL should be taken at times agreeable to the employee, provided this does not have a detrimental effect on the workings of the Council offices or Saxon Hall staffing arrangements. Such arrangements to be managed by the Clerk and in the case of the Clerk to be managed by the Mayor.

Adopted October 2008. Reaffirmed January 2013 Reaffirmed December 2016. Amended April 2019  
To be reviewed Triennially.



# RAUNDS TOWN COUNCIL

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## OVERTIME POLICY

Raunds Town Council (the Council) recognises that the nature of some roles means some employees may be expected to work such additional hours as are necessary to complete their work. This may include evenings and weekends. However, the Council also has a duty to protect the health and safety of its employees by ensuring that they do not work too many hours and that they are recompensed if it is necessary for them to work extra hours.

Full-time employees working additional hours must accrue this as time off in lieu (TOIL), as outlined in the Council's TOIL policy. Part-time employees working additional hours will be eligible to be paid overtime, provided that it is approved in advance by the Town Clerk; it may not be claimed retrospectively.

Part-time employees are not expected to work overtime on a routine basis, and all claims must be made using an appropriate overtime request form.

Payment will be made for all **authorised** overtime worked that exceeds an employee's core weekly contractual hours.

Overtime rates are:

- Between Monday and Friday at [basic rate].
- Saturday and Sunday at [time-and-a-half].
- Bank Holidays at [double-time].

An overtime payment may only be made to recognise additional hours worked in the following situations:

- In exceptional circumstances;
- When proper control in determining the extent of additional hours is exercised; or
- When the requirement to work additional hours is planned in advance, is an expected requirement of the role, and there is a business case clearly demonstrating that it is in the interest of the Council.

Where the above criteria are met the Town Clerk should approve the payment.

## **1. Employee responsibilities**

- a) To be aware of the working time regulations;
- b) To ensure that breaks are taken and contractual working hours are not routinely exceeded; and
- c) To accurately complete an overtime claim form and submit it to the Town Clerk prior to accruing overtime. Dishonest claims will potentially be treated as misconduct and could result in disciplinary action being taken.

## **2. Town Clerk responsibilities**

- a) To ensure that all overtime has been agreed in advance;
- b) To ensure that any overtime authorised is in the interests of the Council and that the benefit outweighs the costs;
- c) To review and confirm any overtime claim forms and ensure they are processed in line with payroll cut-off dates; and
- d) To be aware of the working time regulations and take responsibility for ensuring that staff are taking required breaks and do not routinely exceed contractual working hours.

DRAFT